

# FOLIO



THE UNIVERSITY OF ALBERTA STAFF BULLETIN

EDMONTON 7, ALBERTA

SEPTEMBER 3, 1970

## University ombudsman recommended

*The "Report of the President's Committee on the Proposal for a University Ombudsman" has been received and will be placed on the agenda for the next meeting of General Faculties Council, Monday, September 28, 1970, at 2 p.m.*

*The full report of the Committee is printed below, but the appendices, which are lengthy, have been omitted. The appendices are available for perusal in the office of the Secretary to General Faculties Council, University Hall.*

*Chairman of the Committee was B. M. BARKER, Associate Professor of Law.*

*Other Committee members were: P. ARNOLD, General Executive Secretary, Non-Academic Staff Association; A. STELMACH, Non-Academic Staff Association; BRIAN MAC DONALD, Students' Union; FRANK MC INNIS, Students' Union; K. STICKLAND, Students' Union; DON HILTON, Graduate Students' Association.*

Although new to higher education, the role of the ombudsman in relation to public administration has proven to be a valuable aid to the individual confronted with or victimized by a multiplicity of governmental agencies or hierarchies. His combination of personal concern, knowledge of procedures, and ability to cut red tape relieves that "helpless feeling" of persons involved with the large and often impersonal machinery of government.

Ideally, the university, as an institution for the development of individual thought, study, and investigation, should also be the conscientious guardian of the individual's basic rights and freedoms. Some smaller universities have been able to maintain a high degree of personal interaction between all those involved in the educational process. But the unprecedented expansion of university enrolments in the last decade has forced the larger institutions to adopt bureaucratic features such as specialization, administrative hierarchies, and impersonal rules. Students and staff suffer from neglect, abuse, and manipulation, both in academic and non-academic areas. The university "community" has evolved into an administrative maze as complex and diverse as any public government, and just as baffling to the individual.

The use of an ombudsman to clear away the bureaucratic fog surrounding the modern university is not a unique idea; the concept has been adopted at the institutions set out in Appendix 6. In the opinion of the Committee, without an office of this type, the fruits of the University's "evolution" may be frustration, hostility, and perhaps victimization, as exemplified by a case narrative received by the Committee, and set out in Appendix 10.

### SOME CONCLUSIONS OF THE COMMITTEE

It was the unanimous conclusion of the Committee that there should be an ombudsman at The University of Alberta. The Committee was also of the opinion that it would be advantageous for the ombudsman to be a lawyer with a good knowledge of university affairs. The Committee wishes to emphasize that it is not absolutely necessary that the office holder be a lawyer, but that it is necessary for him to be someone well versed in the general policies and practices of a university.

The office holder must have a marked capacity to develop a rapport with members of the university community at various levels. Expertise in university matters without the ability to empathize and develop this rapport, would, in the opinion of the Committee, prevent the office from achieving any substantial measure of acceptance. Obviously, any appointee must be capable of earning a high degree of respect, and be a person in whom great trust and confidence can be placed. This implies in the appointee the capacity to exercise good judgment.

The Committee was of the unanimous opinion that the ombudsman should be responsible to the General Faculties Council. It was also the unanimous conclusion of the Committee that his salary should be commensurate with that paid to deans at The University of Alberta. The detailed and unanimous conclusions of the Committee are set out in a draft by-law, Appendix 9.

### SOME CHARACTERISTICS OF THE OFFICE AND THE OFFICE HOLDER

The Committee has been mindful in its deliberations of the essential characteristics of an ombudsman system as stated in Donald C. Rowat's work, *The Ombudsman*. These characteristics are:

1. The ombudsman is an independent and non-partisan officer of the legislature, usually provided for in the constitution, who supervises the administration;
2. He deals with specific complaints from the public against administrative injustice and maladministration; and
3. He has the power to investigate, criticize and publicize, but not to reverse, administrative action.

While The University of Alberta lacks in its governing bodies ultimate legislative authority, the Committee was of the opinion that it does possess sufficient legislative authority to provide for, and benefit from, the office of ombudsman. The proposed by-law tries to take account of the fact that the University is a creature of the provincial legislature and in that sense does not possess ultimate control over its affairs. Nevertheless, the Committee was of the opinion that the powers granted to the Board of Governors under section 15 of The Universities Act, 1966, are sufficiently wide as to allow the Board to make provision for the office of an ombudsman with the powers in that office which are set out in the draft by-law, Appendix 9.

The Committee was of the view that the University ombudsman office should be as independent as the legislative powers of the Board of Governors will allow, and that the main purpose of the office should be to deal with specific complaints from the members of the University against administrative injustice and maladministration. The holder of the office would have power to investigate, criticize and publicize, but no power to reverse, administrative action. The Committee was of the opinion that in every case the ombudsman should act in such a way as to allow existing procedures an opportunity to provide a solution to a particular complaint.

The Committee wishes to emphasize that the ombudsman must work alone, and conduct his investigations in private. Publicity is his only weapon and should not be resorted to until all other methods of



*A geranium's  
eye view of  
an empty quad.  
It won't be empty  
next week  
when all the  
students are back.*

obtaining redress from administrative injustice or maladministration have been tried. The Committee also wishes to emphasize that the work of the ombudsman should be characterized by an informal and personalized approach.

The Committee was of the opinion that it is impossible to provide in a draft by-law a detailed set of instructions to govern the conduct of an ombudsman, and that it is

therefore necessary to appoint to this office someone possessed of more than common amounts of discretion, judgment, and integrity. The Committee has assumed that no ombudsman would be appointed without wide consultation with all interested members of the University community, and with their approval. If the office is to prove beneficial, it will be because of the personality of the office holder, and not as the result of any particular set of rules laid down in advance governing the office.

8. Letter from The University of Alberta Non-Academic Staff Association, to Mr. John Nicol, Secretary to the Board of Governors, The University of Alberta, December 17, 1969.
9. *The Ombudsman*, Donald C. Rowat, Editor, 2nd Edition, University of Toronto Press, 1968.
10. Statement from former Post-Doctoral Fellow.
11. Brief from Alumni Association of The University of Alberta.

#### RECORD OF PROCEEDINGS

Following the appointment of the members of the Committee, the Committee held eight meetings with five of these meetings being open to members of the University. Members of the Committee also met with G. B. McClellan, the Ombudsman for the Province of Alberta.

#### AGRICULTURAL STUDENTS' CONFERENCE

About 100 university agricultural students from various places in North America are at The University of Alberta for the International Agricultural Students' Conference being held from August 31 to September 4.

The conference takes place annually at a university either in Canada or the United States, and this year is sponsored by a group of students in the Faculty of Agriculture. Conference chairman is HANS LUNG.

The theme of this conference is "Land Use, Affluence and the Population Explosion."

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William Samis, Editor

Advisory Committee: E. D. Hodgson (Acting Associate Dean of Graduate Studies), J. W. Carmichael (Professor of Bacteriology), Aylmer A. Ryan (Provost and Executive Assistant to the President)

Staff: Jeanette Rothrock (Assistant Editor), Forrest Bard, Norma Gutteridge, Frank Hale

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#### WRITTEN MATERIAL CONSIDERED BY THE COMMITTEE

1. The Ombudsman Act, Statutes of Alberta, 1967, Chapter 59.
2. Judgment of Chief Justice J. V. H. Milvain, Supreme Court of Alberta, Trial Division: "In the Matter of the Ombudsman Act," January 6, 1970.
3. "Ombudsman Concept for College Campuses Seen as Failing to Answer Problems," Earle W. Clifford, *Delta Upsilon Quarterly*, July, 1969.
4. "The Campus Ombudsman: Emerging Hope for America's Troubled Colleges," *Phi Delta Kappan*, November, 1969.
5. "The Campus Ombudsman," Howard Ray Rowland, *Today's Education, NEA Journal*, October, 1969.
6. A Partial List of Colleges and Universities with Campus Ombudsman, Howard Ray Rowland, St. Cloud State College, November, 1969.
7. Letter to Faculty, Staff and Students of the University of Washington, from President Charles E. Odegaard, Fall, 1969.

## MORE STUDENTS ARRIVE FOR THAI SCHOOL PROJECT

L. R. GUE, Associate Professor of Educational Administration, spent four weeks in Thailand during May and June interviewing students who had taken part in the Alberta Training Program, visiting additional Thai schools in the fourth phase of the Comprehensive School Project, and assisting at the orientation in Bangkok for the fifth group of trainees. This final group under the Project arrived at The University of Alberta during the second week of July.

Ten additional Thai students were also sent to The University of Alberta by agreement with the Canadian International Development Agency (CIDA), for the purpose of participating in the Summer Language Program originally designed for the Comprehensive School Project. Three of the ten additional students departed at the end of August to take up studies at the Master's level in various disciplines at other universities. The remaining seven will be undertaking graduate programs at Alberta.

The comprehensive schools in Thailand are proceeding steadily towards their objectives, and additional secondary schools are gradually adopting the comprehensive curriculum where facilities and staff are available.

## THE TROPICAL DISPLAYHOUSE

Many people are discovering that one of the most restful and colorful corners of the campus is the display greenhouse, north of the Cameron Library. It contains probably the greatest variety of tropical plants to be found anywhere in Western Canada. Approximately 150 genera are represented, some having up to twenty species. Among the plants of general interest are banana, coffee, pomegranate, cotton, sugarcane, fig, bamboo, ginger, and avocado, and there are many more.

Apart from being good to look at, particularly for those on campus from tropical countries who are enabled to enjoy a fleeting feeling of home, tropical plants serve a great many useful purposes for different sections of the University community. Fine arts students come in the winter to draw and paint them; taxonomy students make use of the great variety in their study of plant relationships; plant pathologists have found nematodes useful for teaching; plant biochemists make use of the various pigments, and plant physiologists use plants or parts of plants for demonstration in labs. Hibiscus leaves are used for extracting chlorophyll, and stems of sanchezia are used by plant anatomists for making slides.

However, the riches of the displayhouse are not restricted to staff and students of

the University. The greenhouse is open between 2 and 4 p.m. every Sunday, and has received visitors from all over the world. One Sunday saw visitors from Hawaii and Singapore alongside Greenlanders and some Eskimos from Resolute Bay. Organizations across the province have asked for guided tours and these have been arranged for 4-H clubs, kindergartens, elementary, junior and senior high schools, Scouts and Guides, senior citizens' groups, and patients and nurses from The University of Alberta Hospital. On Varsity Guest Weekend some years ago, 5,000 people passed through; on normal Sundays the number can vary between one and forty.

A visit will inspire houseplant enthusiasts, for there is not only an enormous variety of such plants, but the size to which they can grow will astonish many.

## PEOPLE

■ Members of the Department of Slavic Languages participated actively in various meetings of the Learned Societies in Winnipeg in June. Papers were presented to the Annual Meeting of the Canadian Linguistic Association, the Annual Meeting of the Canadian Association of Slavists, the Annual Meeting of the Canadian Institute of Onomastic Sciences, and the Canadian Comparative Literature Association by G. SCHAARSCHMIDT, Associate Professor and Chairman of Slavic Languages, B. L. DERWING, Visiting Professor of Slavic Languages, M. SZYMCAK, Visiting Professor of Slavic Languages, E. MOZEJKO, Assistant Professor of Slavic Languages and Comparative Literature, and O. ZUJEWSKY, Associate Professor of Slavic Languages. Y. SLAVUTYCH, Associate Professor of Slavic Languages, chaired one of the sessions of the Annual Meeting of the Canadian Institute of Onomastic Sciences.

■ A. L. VANEK, Associate Professor of Slavic Languages, presented a paper entitled "Are Trees Really Pruned?" to the Department of Linguistics, University of Texas at Austin in June, and in July Dr. Vanek presented a paper on "Grammatical Formatives and Feature Conflation" to the Linguistic Association of British Columbia at Simon Fraser University.

## NOTICES

### INTENSIVE ORAL CREE

This fall an Intensive Oral Cree course will be offered by the Department of Extension. Emphasis will be on oral fluency, although there will be some reading instruction. Readings and conversation topics have been designed to introduce the student to the Cree culture.

The course will be of special interest to teachers, nurses, policemen, and social workers as well as to Indian and Metis themselves. An attempt will be made to register an equal number of Indian or Metis and white people.

Instructors for the course will be MRS. ANNE ANDERSON, MRS. CAROL MARTIN, and MRS. MARIE-LOUISE KORTUEN. The course will begin on October 6 for 36 Tuesdays and Thursdays from 7 to 9 p.m. No instructor will have more than nine students. For further information phone 439-2021.

### ALBERTA LINGUISTIC ASSOCIATION

A new Association to serve the interests of linguists in Alberta has been launched by A. L. VANEK, Associate Professor of Slavic Languages and Director of Linguistic Research, Inc. The Association has been named the Alberta Linguistic Association (ALA) and its objective is to further the scientific study of languages in all its aspects. The first meeting of the Association is planned for late September or early October. For more details, contact Dr. Vanek at the Department of Slavic Languages, 432-3498, or at 466-9205.

## POSITIONS VACANT

*Applicants are sought for the following positions. The Personnel Office (Room 121, Administration Building) will provide further details to interested persons, who are asked not to approach the departments directly.*

Purchasing Clerk (P/T) (open)—Chemistry  
Bookstore Cashier (\$274-\$333)—Bookstore  
Clerk-Typist I (\$261-\$302)—Law  
Clerk-Steno I (\$274-\$333)—Food Science; Educational Foundations  
Clerk-Typist II (\$302-\$368)—Comptroller's Office (2), Dentistry; School of Nursing; Sociology; Personnel; Botany; English  
Clerk-Steno II (\$317-\$386)—Elementary Education; Food Science; Mathematics; Business Administration and Commerce; Dentistry; Extension; Chemical and Petroleum Engineering  
Clerk-Steno III (\$368-\$447)—Comptroller's Office, Vice-President (Planning and Development)  
Clerk-Typist III (\$350-\$425)—Purchasing  
Accounts Clerk I (\$333-\$405)—Comptroller's Office  
Secretary I (\$425-\$517)—Mining and Metallurgy  
Assistant Control Clerk (\$288-\$405)—Computing Centre  
Dental Assistant (\$317-\$386)—Dentistry  
Horticultural Technician (\$470-\$571)—Botany  
Chemistry Technician I (\$470-\$571)—Animal Science  
Biology Technician (open)—Research Position  
Chemical Technician (\$470-\$571)—Food Science  
Specialist Technician (Laser) (open)—Electrical Engineering  
Bacteriology Technologist I (\$470-\$571)—Medical Bacteriology  
Pathology Technologist I (\$470-\$571)—Provincial Laboratory of Public Health  
Pathology Technologist II (\$543-\$660)—Provincial Laboratory  
Laboratory Assistant (\$274-\$333)—Pharmacology

## PERSONAL NOTICES

Notices must reach the Editor by 9 a.m. the Friday prior to publication. They must be typed, and not exceed 35 words including heading.

**FOR SALE**—1968 Cougar. Automatic. Fully equipped. 32,000 miles. Owner forced return to UK. Must sell before October. \$2,000. High-performance component stereo. Originally \$1,330 one year ago. Asking \$850 or offer. 482-5171.

**WANTED**—Girl to share large 2-bedroom apartment near campus, October 1. Pool, sauna, utilities, private half-bath. Must have own bedroom furniture. \$109 plus half phone. Call Darlene days 432-4251, ext. 47, evenings 432-7903.

**FOR SALE**—Exclusive country home. 1½ acres, southern exposure, unique river setting. Fully landscaped fieldstone terraced gardens. Two open fireplaces. 2,900 ft. 12 minutes from University. 489-6846.

**FOR RENT**—1-bedroom basement suite at 11139 - 63 Avenue. Furnished, shower, fridge, hotplate, winter parking possible. Family preferred, abstainers. \$80 per month. 435-4943.

**WANTED**—Ice cream freezer, either hand turn or with electric motor. 439-0487.

**FOR SALE**—Underwood Golden Touch electric typewriter. \$150 or best offer. 439-1550 after 6 p.m.

**WANTED**—By female University employee, unfurnished 2-room suite within walking distance of campus. Willing to share bathroom facilities. Will not pay more than \$50 or \$55 monthly. Abstainer. Ask for Mary at 422-4382.

**TO SUBLET**—Furnished 2-bedroom apartment in Sir John Franklin, September to May. Adults only. Fine view. \$220 per month. 433-4570.

**FOR SALE**—Bungalow in excellent condition in Belgravia, 2 bedrooms (plus 2 in basement), 2 living rooms, rumpus room, kitchen. Double garage, attractive garden. Price \$21,600. 433-1931 or 432-4098.

**SHARED ACCOMMODATION**—Single room in house at \$55 per month. Full modern facilities, TV, large yard, and garage. Student managed. See Carl Sullivan, Room 68, Agriculture Building. 432-3256.

**FOR SALE**—In Belgravia, 3-bedroom bungalow with finished basement; \$36,000 (approximately \$16,000 on mortgage at 7 per cent). 433-6753.

**FOR SALE**—1962 Volkswagen 1500 sedan. Reasonably good condition. \$250. Call Paul 432-3428 or 433-2017 (evening).

**FOR SALE**—Volvo 1964, model B18, 4-door, radio, cream. Also 16mm Pathe movie camera and Pan Cinor zoom lens 3 to 1. 432-5327 or 432-8087.

**FOR SALE**—1969 Ford LTD Brougham, 4-door hardtop, vinyl roof, power steering, power brakes, electric windows, many other extras. 20,000 miles. 432-4058.

**AVAILABLE FOR PHOTOGRAPHY**—Nude model. Call Tammy, 433-2024.

**FOR RENT**—Furnished 2-bedroom suite, west of University, with view over the river, for 2 adults. Can be unfurnished. 454-4592 days, 433-3823 evenings.

**FOR SALE**—Unusually designed executive 4-bedroom bungalow, 3 blocks from Southgate. 4 years old. Large 6¼ per cent mortgage. 429-5048 after 5:30 p.m.

**WANTED TO RENT**—2- or 3-bedroom home by new faculty member, starting latter part of August or September 1. Any good area considered. 432-4351.

**FOR SALE**—Now vacant. Lovely spacious 10-month-old 3-bedroom house, 2 baths. \$22,800 with \$6,000 CTM 8½ per cent. Call 474-5776. Ask for Pat.

**FOR SALE**—1965 VW 1500. New tires. Good condition. Asking \$650. 439-4873 evenings or weekends.

**FOR RENT**—New 3-bedroom furnished house in Sherwood Park. From September 15 to May 1. Call 699-2391.

**FOR SALE**—1967 Austin Healey Sprite in excellent condition. Less than 28,000 miles. Owner leaving country, must sell. Call Jeremy Williams 432-3313 or 435-5319 (home).

**FOR SALE**—12-gauge shotgun. \$65. (432-3471 (days) or 434-9066 (evenings)).

**FOR RENT**—Spacious, attractively furnished room at 11609 Saskatchewan Drive. Breakfast included. Admirable quarters for bachelor on faculty. Mrs. Blackstock 433-1970.

**WANTED TO RENT**—Unfurnished 3- or 4-bedroom house with stove and refrigerator, preferably in south or west, from September, 1970. Phone 4489 (local).

**FOR SALE**—Car-top fishing boat, 9 ft. long, good condition. \$60. 434-9232.

**FOR SALE**—1969 Meteor Rideau 500 2-dr., H/t. Fully equipped, premium condition, 27,000 miles. \$3,000 or nearest offer. 432-4585.

**FOR SALE**—1966 Mustang, red. One owner. 2-dr., 6-cyl., automatic, H/t., radio, condition excellent. \$1,600 or nearest offer. 439-4882 6:30 to 8:30 p.m.

## THIS WEEK AND NEXT

### 10 SEPTEMBER, THURSDAY

**Student Theatre** Also 11, 12, 18, and 19 September. 8:15 p.m. Students' Union Theatre. Jubilaires' production of *Carnival*, a circus musical. Tickets \$2 and \$2.50.

### 12 SEPTEMBER, SATURDAY

**Bears Football** 2 p.m. Varsity Stadium, versus the University of British Columbia.

### 13 SEPTEMBER, SUNDAY

**Student Cinema** 7:30 p.m. Students' Union Theatre. *In Cold Blood*, with ROBERT BLAKE and SCOTT WILSON.

### 17 SEPTEMBER, THURSDAY

**Poetry Reading** 8 p.m. SUB Art Gallery. ROY KIYOOKA closes his photographic exhibition "Stoned Gloves" with a reading of his poetry written in conjunction with the photographs.

### 19 SEPTEMBER, SATURDAY

**Bears Football** 2 p.m. Varsity Stadium, versus Royal Military College.

### EXHIBITIONS

#### SUB Art Gallery

Until 17 September. "Stoned Gloves," a series of photograph poems by ROY KIYOOKA, Canadian painter, poet, photographer. Until 25 September. "David Samila; Paintings." This Canadian painter, now at the University of Manitoba, has work in many important collections including the National Gallery, Vancouver Art Gallery, and the Canada Council Collection.

#### Edmonton Art Gallery

Until 15 September. "Edvard Munch: Graphics." Until 20 September. "Rediscovered Printmakers of the 19th Century." Until 30 September. "Extensions: Photographs."

#### Tropical Displayhouse

In bloom are the bromeliads, the bloodflower (*Haemanthus*), junglegeranium (*Ixora*), Gingerlily (*Hedycium*), flamingo flower (*Anthurium*), lipstick plant (*Aeschynanthus*), and chenille plant (*Acalypha*). Fruit is forming on the citrus tree, the pomegranate, the split leaf philodendron and on the banana tree.

Listings must reach the Editor by 9 a.m. the Friday prior to publication. Written notification is preferred. Compiled by NORMA GUTTERIDGE, 432-4991.